www.TRICAREOnline.com

Empowering Beneficiaries to Mana *Their* Personal Health

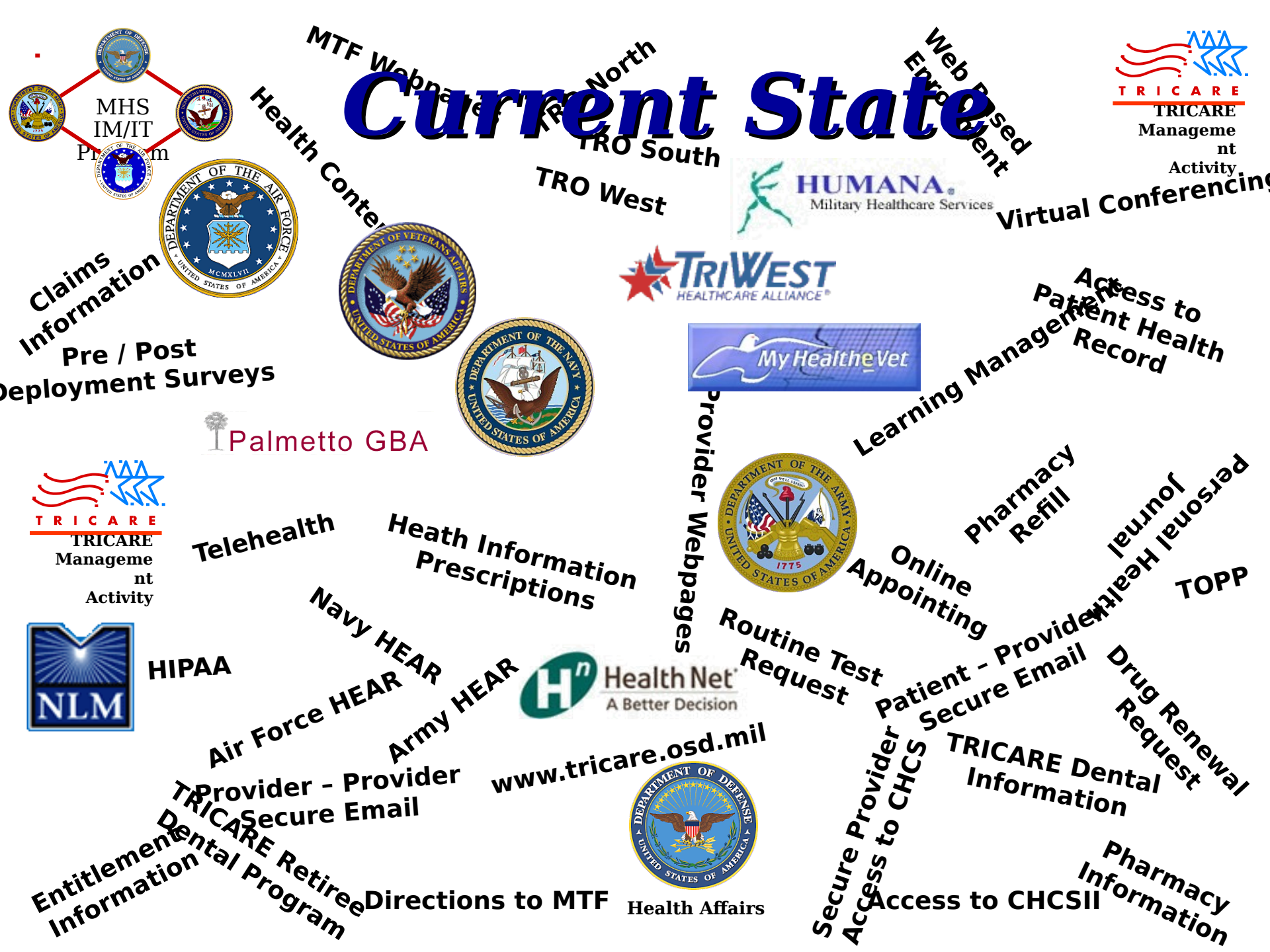
COL David Williams, AN, USA
Deputy Director, Information Management
Chief, eHealth Requirements & Operational Architecture
David.Williams@tma.osd.mil

TRICARE

DRAFT - Version 2.6

Agenda

- Operational Vision
- Functional Vision
  - Beneficiaries
  - Providers
- Functional Goals
- Current Functional Overview
  - Web-Appointing
- The Way Ahead – eHealth Teaming Efforts
  - Appointing Centers of Excellence
  - MyHealtheVet (DoD / VA)
  - Healthcare Informatics Testbed (DoD / Industry)
- Conclusions


Current State
MHS IM/IT Program
MTF Webpages
TRO North
TRO South
TRO West
Web Based Enrollment
TRICARE Management Activity
Virtual Conferencing
Health Conte
Claims Information
HUMANA
Military Healthcare Services
TriWest
HEALTHCARE ALLIANCE
Access to Patient Health Record
Learning Management
Pre / Post Deployment Surveys
My HealtheVet
Palmetto GBA
Provider Webpages
Pharmacy Refill
Personal Health Journal
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Heath Information Prescriptions
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TOPP
Navy HEAR
Routine Test Request
HIPAA
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Health Net
A Better Decision
Patient – Provider Secure Email
Drug Renewal Request
www.tricare.osd.mil
TRICARE Dental Information
Provider – Provider Secure Email
TRICARE Retiree Dental Program
Entitlement Information
Directions to MTF
Health Affairs
Secure Provider Access to CHCS
Access to CHCSII
Pharmacy Information

MHS Secure eHealth Portal

Operational Vision:

TRICARE Management Activity

MTF Webpages

TRO North

TRO South

TRO West

Health Content

Web Based Enrollment

Virtual Conferencing

Claims Information

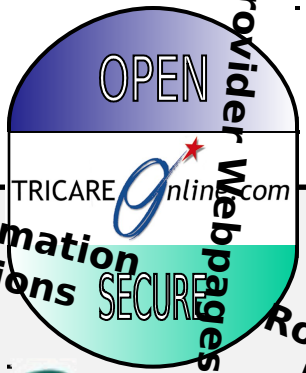
Patient Health Record

Veterans Affairs

Pre // Post Deployment Surveys

Learning Management

Palmetto GBA



Provider Webpages

Pharmacy Refill

Personal Health Journal

Telehealth

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Prescriptions

Online Appointing

TOPP

Routine Test Request

HIPAA

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Air Force HEAR

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Patient – Provider Secure Email

Drug Renewal Request

Access to CHCS

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TRICARE Dental Information

Provider – Provider Secure Email

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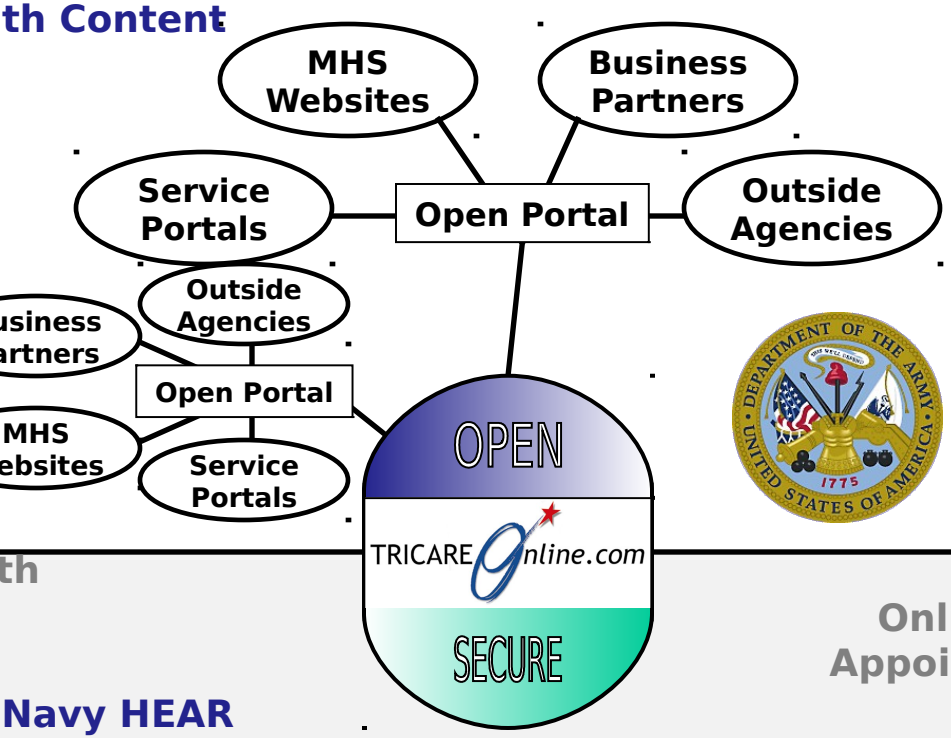
MHS Secure eHealth Portal

Operational Vision:



MHS IM/IT Program

TRICARE Management Activity

TRO South

Virtual Conferencing

TRIWEST HEALTHCARE ALLIANCE

Patient Health Record

My HealtheVet

Learning Manageme

HUMANA Military Healthcare Services

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Access to CHCSII Pharmacy Information

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Prescriptio

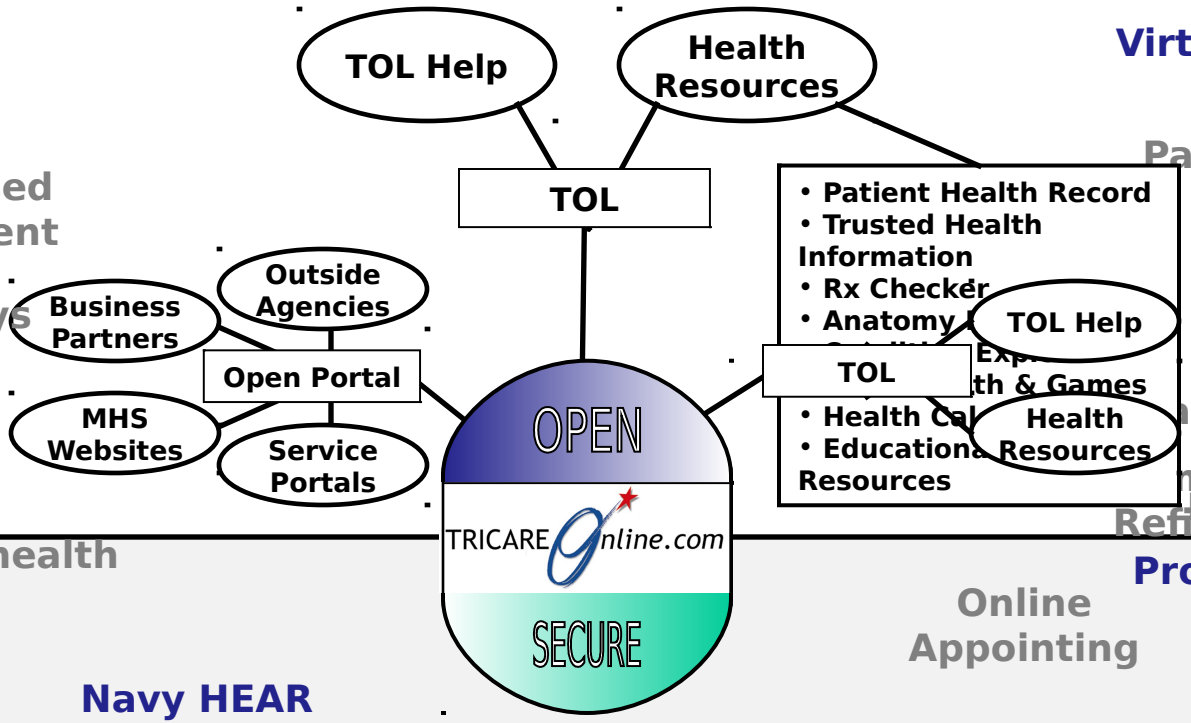
Health Inform

MHS Secure eHealth Portal

Operational Vision:

MHS IM/IT Program

TRICARE Management Activity



Virtual Conferencing

Patient Health Record

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Operational Vision:

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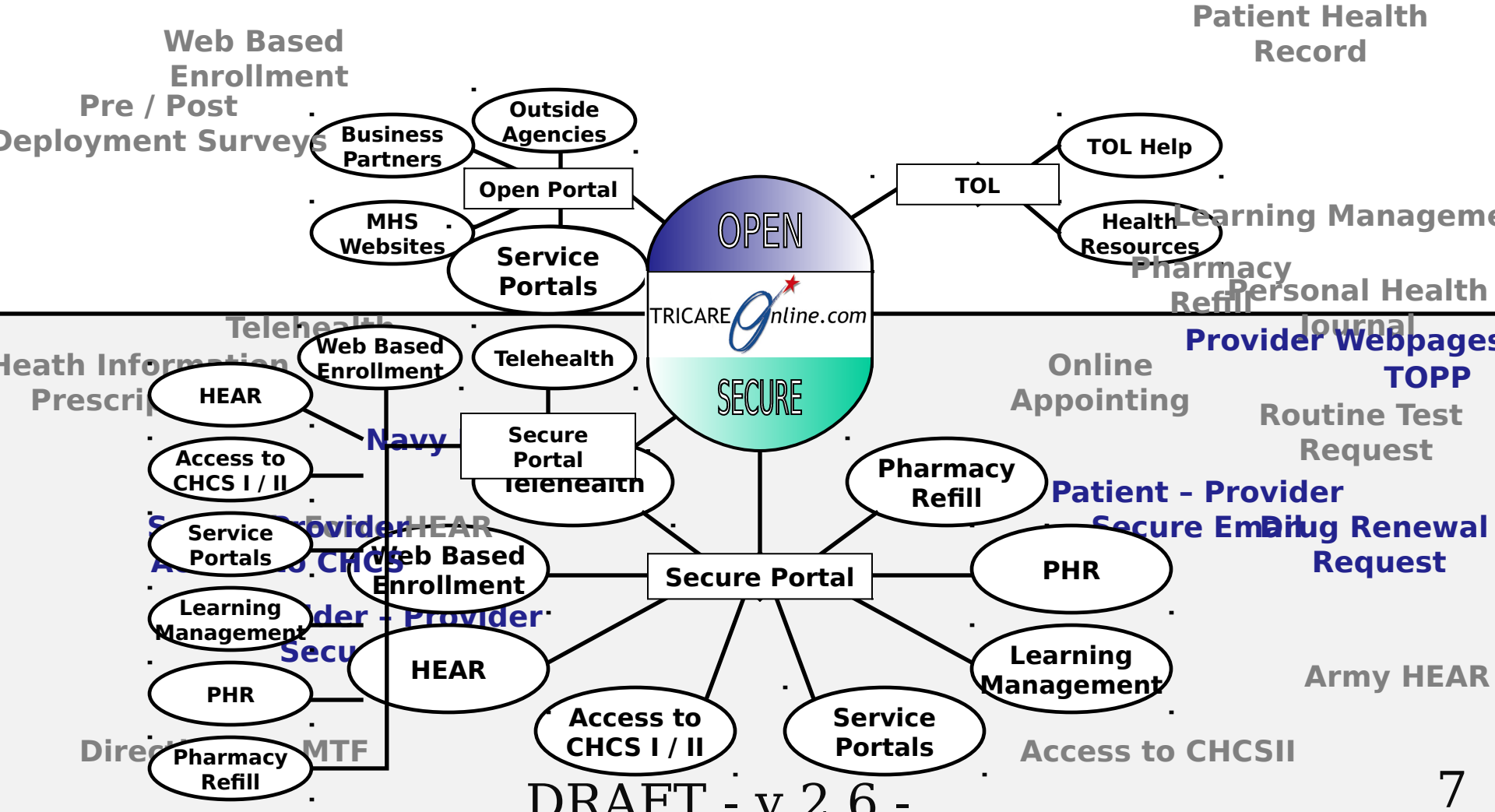
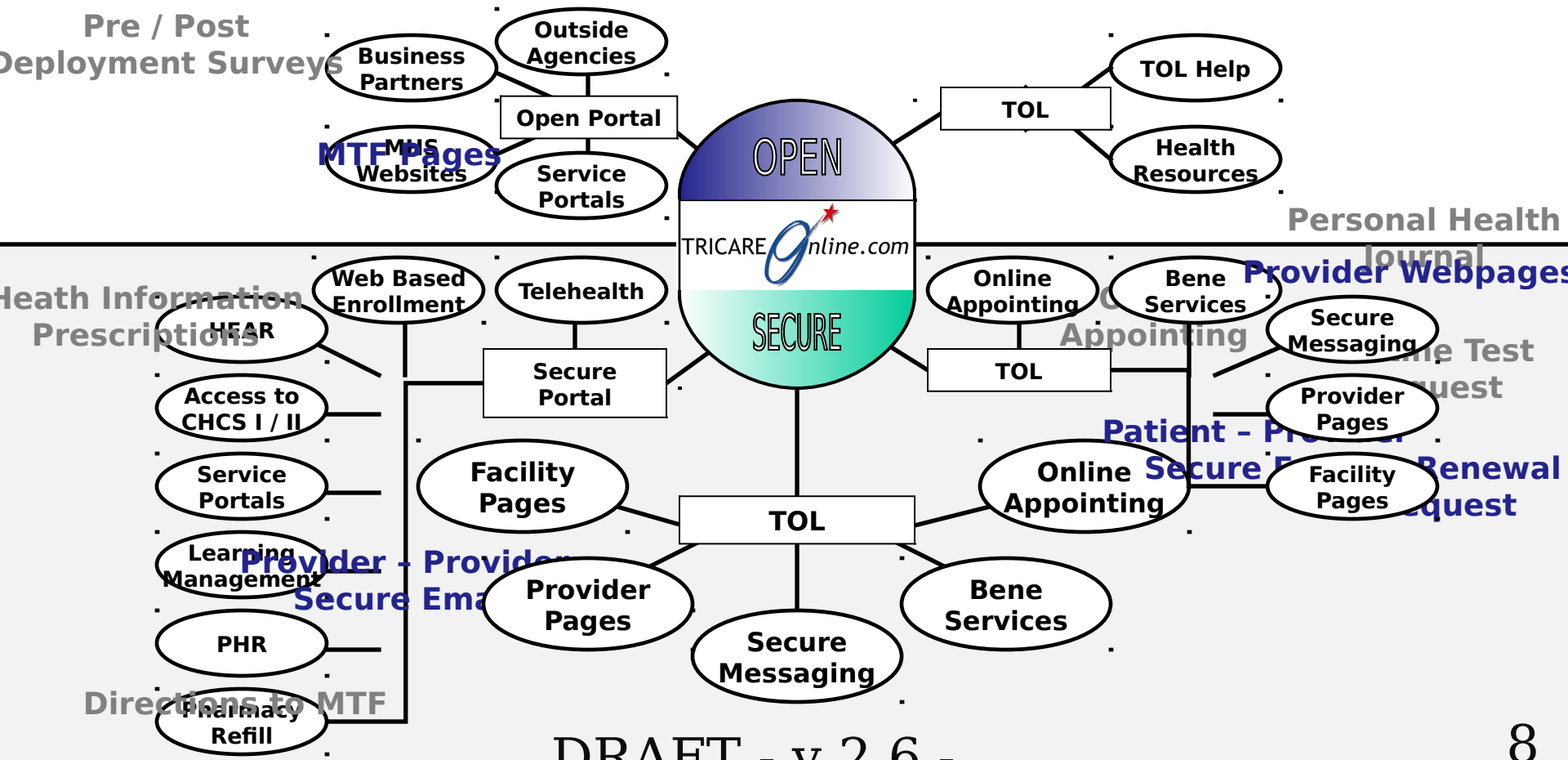


MHS Secure eHealth Portal

Operational Vision:

MHS IM/IT Program

TRICARE Management Activity



MHS Secure eHealth Portal

Operational Vision:

www.tricareonline.com Is the Single Secure MHS Web Portal for eHealth and Telehealth Initiatives

www.tricareonline.com

Functional Vision

- Beneficiaries – One Stop Shopping for:
  - Clinical
    - Fully Integrated Personal Health Record
    - Patient – Provider Secure Messaging
    - Drug Renewals / Refills
    - Provider Directed Web-Based Education – Info Rx
  - Administrative
    - MTF & Clinic Pages
    - Provider Information
    - Access to MCSC Web Pages
    - Expanded MTF Appointing / Appointment Reminders
    - Patient – Admin Secure Messaging
    - TRICARE
      - Entitlement Information
      - Online Enrollment

www.tricareonline.com

Functional Vision

- Providers – Role-Based Virtual Desktop Access to All MHS Applications and Services:
  - Single Sign On (SSO) to Clinical Applications (Client Server & Web Applications)
    - Context Management Enhances Patient Safety – Same Patient, Same Data
  - Secure Messaging
    - Provider – Provider
    - Provider – Patient
  - Telehealth Portal
  - Provider Directed Web-Based Education – Information Prescriptions
  - Administrative Functions

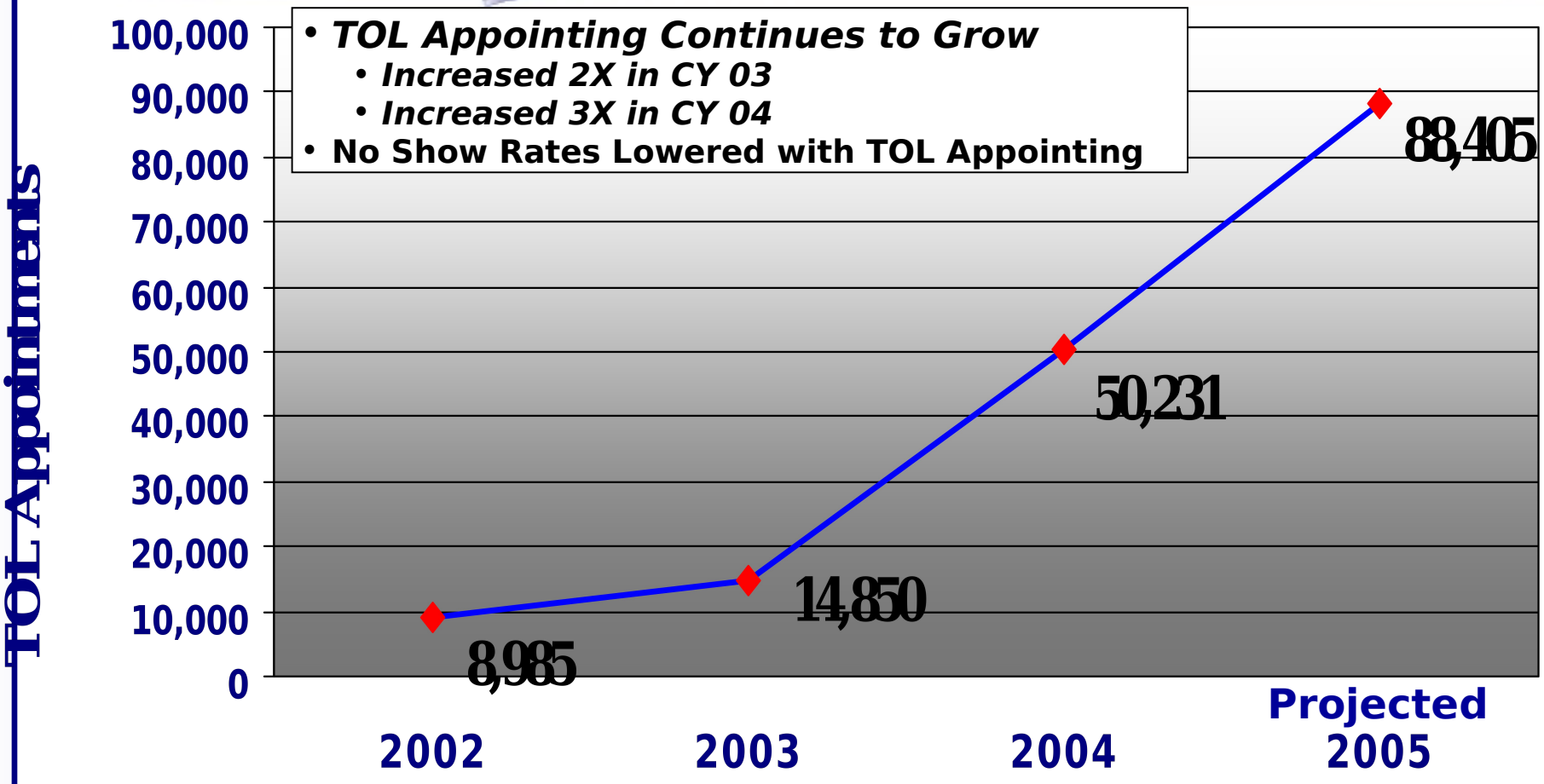
MHS eHealth Functional Goals

1) Improve Patient Access to Services and Benefits
2) Improve MHS Stakeholders' Efficiency and Knowledge
3) Improve Population Health and Disease Management
4) Provide a Compliant Platform for Required HIPAA Transactions and Code Sets
5) Optimize Business Management Aspects of the Direct and Purchased Care Systems, (Claims, Enrollments, Eligibility, Appointments, and Pharmacy Transactions)
6) Provide a Common Environment for Coordination and Reuse of Software Capabilities Across the Enterprise
7) Coordinate with Outside Organizations to Optimize eHealth Capabilities and Unity of Purpose

Current MHS eHealth Functional Overview (Viewed Through TOL)

- Beneficiary Functionality:
  - Online Primary Care and Self-Referral Specialty Appointing
  - TRICARE Benefits Links
  - 18M Pages of Trusted Health Content Information
  - Micromedex Consumer Drug Catalog
  - Online Drug Interaction Checker
  - Personal Health Record
- Non-Beneficiary Functionality:
  - Provider Read-Only Pre and Post-Deployment Health Assessments
  - Non-Availability Statements (NAS)
  - PCM Batch Reassignment
  - Web-Based Training

www.tricareonline.com Appointment Trends



eHealth Collaboration Appointing Centers of Excellence

- Services Establishing Online Appointing Centers of Excellence (2 per Service)
  - Implement Best Business Practices to:
    - Maximize Appointment Access via TOL
    - Educate MTF Staff and Local Beneficiary Populations
    - Monitor and Report Progress to Stakeholders

eHealth Collaboration Appointing Centers of Excellence

- Centers of Excellence:
  - **Army** - POC: MAJ Daniel Jetton (Daniel.Jetton@otsg.amedd.army.mil)
    - Dewitt Army Community Hospital, Ft Belvoir VA
    - Womack Army Medical Center, Ft Bragg, NC
  - **Air Force** - POC: Maj Mark Meersman (Mark.Meersman@pentagon.af.mil)
    - U.S. Air Force Academy, CO
    - 71st Medical Group, Vance AFB, OK
  - **Navy** - POC: CAPT Christine Boltz (CBoltz@us.med.navy.mil)
    - National Naval Medical Center Bethesda, MD
    - Naval Medical Center Portsmouth, VA

eHealth Collaboration
TRICAREOnline & My HealtheVet

- DoD / VA Pursuing eHealth:
  - 'Unity of Purpose'
  - 'Unity of Effort'
  - Common Look & Feel
  - Portability Between DoD & VA
- Current Sharing Efforts:
  - Requirements
    - Work Group Participation
  - Lessons Learned
  - Best Practices
  - JIF Coordination

eHealth Collaboration

- My HealtheVet is an eHealth Portal Where Veterans, Family, and Clinicians May Come Together to Optimize Veterans' Health Care
- Web Technology Combines Essential Patient Health Information and Online Health Resources to Enable and Encourage Patient / Clinician Collaboration
- Veterans will be Provided with Information on Benefits, Services, and Special Programs, Can Request Services Online, and the Capability to Keep a Personal Health Record

eHealth Collaboration

Veterans Want:

- ✓Accurate, Timely Access to Their Health Information
- ✓To Take an Active Role in Managing Their Own Health
- ✓To Make Informed, Educated Health Care Decisions
- ✓To Refill Prescriptions and Check Appointments Online
- ✓One Stop Shopping for Benefits and Services
- ✓To Communicate with Their Health Care Provider Electronically

Clinicians Want:

- ✓Provision of Clinically Sound Patient Health Education Materials
- ✓To Decrease Unnecessary Clinic Visits
- ✓To Support Patient-Tracked Metrics
- ✓Information Sharing to Support Co-Managed Care
- ✓Wellness Reminders
- ✓To Utilize Technology That will Maximize Time
- ✓Engaged and Informed Patients

eHealth Collaboration

Veterans Day 2003

My HealtheVet - Microsoft Internet Explorer provided by Provided by Visn 2 NT Team
File Edit View Favorites Tools Help
Address http://www.myhealthevet.va.gov/MHV.portal?_nfpb=true&_pageLabel=library
VA Facility Locator | About MHV | Contact Us | Help | Site Map
My HealtheVet
The Gateway to Veteran Health and Wellness
Advanced Search
HOME BENEFITS & SERVICES VA HONORS VETERANS NEWS HEALTH INFO TOOLS MY CARE
Welcome, Kim Hazi
log out
VA Health Education Library »
HealthGate Library »
Health Features »
Veterans Health Initiative »
Research & Development »
Health Info
Health Info has been gathered from VA, government, and commercial sources to give you a wide variety of information and tools to become informed about your health.
VA Health Education Library
Preventive health means taking certain steps to help avoid illness. Topics include cause, symptoms, risk factors, how conditions are diagnosed and treated, and questions you can ask your health care provider.
HealthGate Library
Veterans Health Initiative
VHI is a comprehensive program to recognize the connection between certain health effects and
Health Features
Related Links
Five things you should know BEFORE you go to the doctor
Helpful Health Links
Department of Veterans Affairs
Veterans Health Administration
FIRSTGOV
Five Steps to Safer Health Care
1 Ask questions if you have doubts or concerns.
2 Keep and bring a list of ALL the medicines you take.
3 Get the results of any test or procedure.
4 Talk to your doctor about which hospital is best for your health needs.
5 Make sure you understand what will happen if you need surgery.

Features:

- **Health Education Information**
- **Self-assessment Tools**
- **Veteran Specific Conditions**
- **Seasonal Health Reminders**
- **Wellness Calendar**
- **One Stop Benefits/Services and More…**

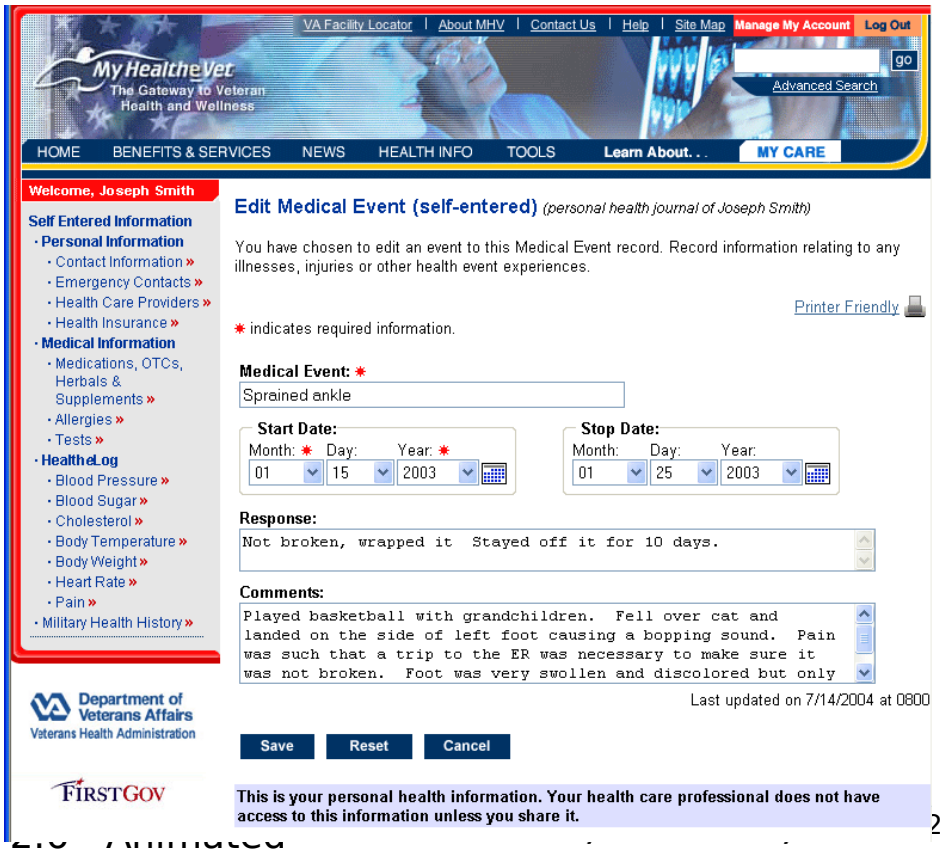
eHealth Collaboration

New for Veterans Day

- Personal Information
  - Contact information
  - Emergency Contacts
  - Health Care Providers
  - Health Insurance
- Medical Information
  - Meds, OTCs, Herbals
  - Allergies
  - Tests
  - Medical Events
- HealtheLog
  - Blood Pressure
  - Blood Sugar
  - Cholesterol
  - Body Temperature
  - Body Weight
  - Heart Rate
  - Pain
- Military Health History
- Print Formats of all Areas
- Emergency Contact Wallet Card

beginning of the Veteran's Personal Health Record…

Self Entered Information


VA Facility Locator | About MHV | Contact Us | Help | Site Map | Manage My Account | Log Out
My HealtheVet
The Gateway to Veteran Health and Wellness
go
Advanced Search
HOME BENEFITS & SERVICES NEWS HEALTH INFO TOOLS Learn About... MY CARE
Welcome, Joseph Smith
Self Entered Information
· Personal Information
· Contact Information »
· Emergency Contacts »
· Health Care Providers »
· Health Insurance »
· Medical Information
· Medications, OTCs, Herbals & Supplements »
· Allergies »
· Tests »
· HealtheLog
· Blood Pressure »
· Blood Sugar »
· Cholesterol »
· Body Temperature »
· Body Weight »
· Heart Rate »
· Pain »
· Military Health History »
Edit Medical Event (self-entered) (personal health journal of Joseph Smith)
You have chosen to edit an event to this Medical Event record. Record information relating to any illnesses, injuries or other health event experiences.
Printer Friendly
* indicates required information.
Medical Event: *
Sprained ankle
Start Date: Month: * Day: Year: * 01 15 2003
Stop Date: Month: Day: Year: 01 25 2003
Response:
Not broken, wrapped it Stayed off it for 10 days.
Comments:
Played basketball with grandchildren. Fell over cat and landed on the side of left foot causing a bopping sound. Pain was such that a trip to the ER was necessary to make sure it was not broken. Foot was very swollen and discolored but only
Last updated on 7/14/2004 at 0800
Save Reset Cancel
Department of Veterans Affairs
Veterans Health Administration
FIRSTGOV
This is your personal health information. Your health care professional does not have access to this information unless you share it.

eHealth Collaboration
My HealtheVet Tomorrow…

Three Iterative Implementation Phases:

PHASE 1
November 2003

- Content Contributors
- Engagement
- Showcasing
- Health Populations
- Health Tools
- VA Services
- Personalization

PHASE 2
November 2004 – Spring 2005

- Self-Entered Information
- Self-Entered Metrics
- Prescription Refill
- View Co-Pay Balance
- View Appointments

PHASE 3
Spring 2005 -- ???

- Electronic Health Record
- Delegation

Parallel Tracks

- Clinician / Patient Messaging
- Moderated Discussion
- On-Line Education / Training

eHealth Collaboration Healthcare Informatics

- Congressionally Funded Collaborative Project with Conemaugh Health System to:
  - Recommend Enhancements to Beneficiary Side of www.TRICAREOnline.com
  - Assess Utility of Syndromic Surveillance at:
    - Three Conemaugh Medical Centers
    - Conemaugh Physician Network
  - Assess Utility of Web-Based Patient Education (Health Information Prescriptions) with:
    - Johns Hopkins University
    - National Library of Medicine

eHealth Collaboration

Conemaugh Health

- Located in Southwestern PA
  - Primarily Serves Cambria and Somerset Counties
  - Combined Projected 2005 Population 233,146
  - The 65+ Population Represents 18% of Service Area Population
  - Median Household Income $34,000
- Employs 3,500 (Largest Employer in Area)
- Four Medical Centers and Nursing Care Center with 789 Licensed Beds and 581 Staffed Beds
- Inpatient Visits: 23,415 Outpatient: 788,645
- Physician Network: 85 Physicians in 40 Practices
- The InforMedx Group: Conemaugh's For-Profit Health Solutions Company

eHealth Collaboration

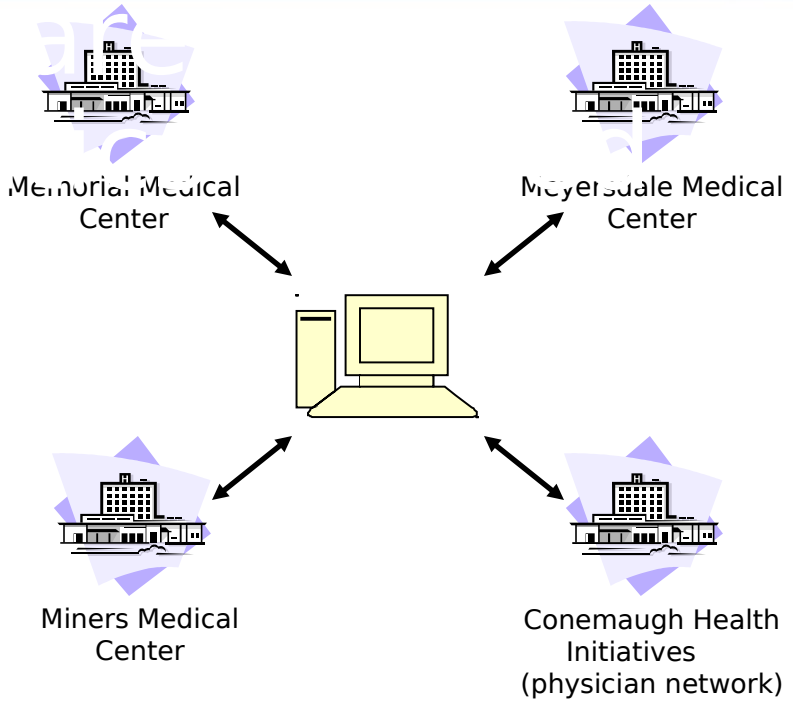
- Conduct TOL Focus Groups and Usability Tests with DoD and Conemaugh Beneficiaries to Gain Feedback
  - Ft. Detrick, MD (12/04); Wright-Patterson AFB, OH (1/05);

    Norfolk, VA (2/05); and Johnstown, PA (10/04)
- Recommend Enhancements to TOL
  - Mock-ups, Utility Assessment from Beneficiary Feedback and Software Function Design Document

  Lessons Learned to Date:
    - Online Appointments; Health Information; Prescriptions; Communication with

eHealth Collaboration

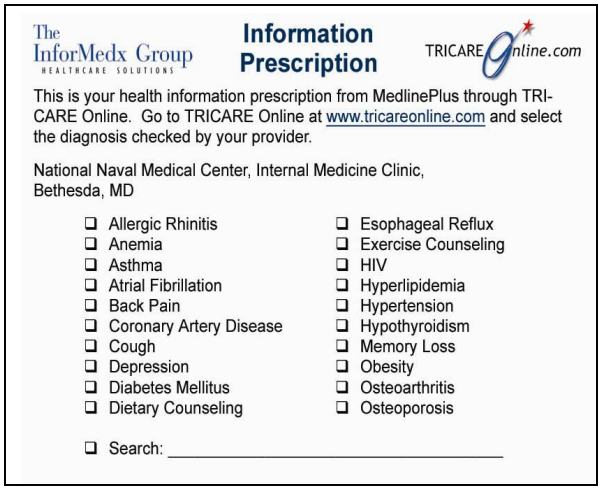
- Influenza Surveillance
  - Monitors Respiratory and Influenza-like Diagnoses
- Syndromic Surveillance
  - Monitors 11 Syndromes Defined by the CDC
  - Infection Control Clinicians Use It to Monitor Outbreaks
- Reportable Disease Surveillance
  - Monitors 72 PA Reportable Diseases



First Enterprise-Wide Installation of the Software

eHealth Collaboration
Healthcare Informatics

- Health Information Prescriptions
  - Goal: Quantify and Document the Beneficiary & Provider Demand for Web-Based Patient Education
  - Pilot:
    - National Naval Medical Center
      - Internal Medicine Clinic
    - DeWitt Army Medical Center
      - Internal Medicine Clinic
      - Family Practice Clinic
  - Research & Demand Analysis Provided by Johns Hopkins University
  - Findings will be Published and Presented



The InforMedx Group HEALTHCARE SOLUTIONS

Information Prescription

TRICARE Online.com

This is your health information prescription from MedlinePlus through TRICARE Online. Go to TRICARE Online at www.tricareonline.com and select the diagnosis checked by your provider.

National Naval Medical Center, Internal Medicine Clinic, Bethesda, MD

- ❑ Allergic Rhinitis
- ❑ Anemia
- ❑ Asthma
- ❑ Atrial Fibrillation
- ❑ Back Pain
- ❑ Coronary Artery Disease
- ❑ Cough
- ❑ Depression
- ❑ Diabetes Mellitus
- ❑ Dietary Counseling
- ❑ Esophageal Reflux
- ❑ Exercise Counseling
- ❑ HIV
- ❑ Hyperlipidemia
- ❑ Hypertension
- ❑ Hypothyroidism
- ❑ Memory Loss
- ❑ Obesity
- ❑ Osteoarthritis
- ❑ Osteoporosis

❑ Search: _____

Conclusions

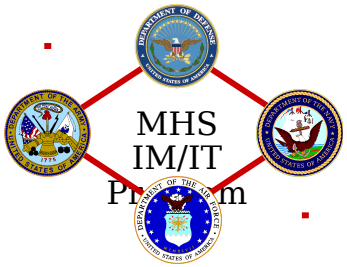
- www.TRICAREOnline.com Is the MHS One-Stop Shop for Online Healthcare Information & Services
- Online Appointing Continues To Grow
- The Way Ahead – Collaborate with Services, VA, and Private Sector to:
  - Share Lessons Learned
  - Propagate Best Practices
  - Promote Unity of Purpose & Effort
  - Leverage Economies of Scale
- Provide Services and Information that Empower our Beneficiaries to Manage Their Personal Health

eHealth Functional Contacts

- www.tricareonline.com
- MHS Help Desk
  - Phone: 800-600-9332
- Information Manager:
  - COL David Williams
  - David.Williams@tma.osd.mil
- Booth 2000 - 2003

TRICARE Online
Home
Site Registration
My Personal Health Information
Services and Benefits
General Health Info
Kids
Providers and TOL Managers
Government Service Links
TRICARE is the healthcare program for active duty and retired service personnel, their eligible family members and survivors. TRICARE combines both military and civilian services to deliver the highest quality healthcare.
TRICARE Online is brought to you by your local Military Treatment Facility, its civilian Managed Care Partner, and the Department of Defense. These entities form the TRICARE Healthcare Team dedicated to providing you with the best care possible.
New users!
Click Here
TRICARE ONLINE
Click Here for a List of OCONUS Customer Service Numbers.
Click Here to Request to Have Your Password Reset

Backup Slides



Conclusion

TRICARE Management Activity

www.tricareonline.com Will Be The MHS Secure Portal for eHealth and Telemedicine Initiatives